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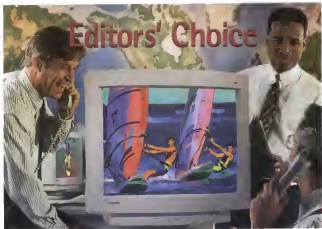
GREATER TORONTO EDITION NOVEMBER 1999 VOLUME 11 NO. 51

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Editors' Choice



Your Choice

"Optquest" bills its monitors as consistent performers for reasonable prices, and the excellent Optquest V75 and V85 bear this out. Both are among the best in their respective size classes and perform handsly in a wide variety of applications."

— PC Magazine, October 6, 1998, page 102

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December 1998	January 1999	February 1999
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WHAT'S NEW

Instant connect fully with USB Ethernet
COMPTON Call (631)-ADS Technologies for the assurance what it says is the first real Ethernet application for the universal serial bus (USB) under Windows 98. The first USB Ethernet adapter instantly connects USB PCs to a network.

With the newly announced ADS USB Ethernet device, a user plugs the adapter into

a USB hub and just like any other USB device. The network cable then plugs into the other end of the adapter. Connection is immediate and there is no need to install a network interface card (NIC) inside the Ethernet device.

Because of USB data transfer speed limits, the Ethernet transmitter runs as a USB device. But that is more than fast enough for use as an off-the-shelf connection to synchronize a laptop

with the desktop, for the speed used by most simple file-sharing services or at the small off-the-office office (SOHO) setting.

The first time the converter is hooked into a USB port, Windows 98 will find it and will be a driver. The included driver will work on any Windows 98 machine in a spontaneous for that fact said, though the user may also need to have a Win98 installer CD-ROM handy

for needed drivers.

The ADS Ethernet device should be available by year-end through ADS retailers, resellers and distributors at an estimated street price of US\$69. The firm and CompuLink are www.compu-link.com. ADS technology via <http://www.ads.ca>.

Realtek improves popular digital camera
Realtek Computer is now offering its improved version of its popular PC USB Zoom



camera, delivering better response and improved quality at a lower price. The Realtek DC200 Plus is a megapixel zoom digital camera that has a 1.3 Megapixel pixel size image sensor capable of producing photo-quality, 1.3 megapixel. As standard features, the DC200 Plus comes with a 2x optical zoom (2X-4X) and a 1.8 inch liquid crystal display (LCD).

In addition to megapixel resolution for standard photography, users can select a VGA resolution mode for pictures directed to their page and for other applications that do not require full image quality. The camera weighs 102 g (3.6 oz) and fits inside a typical coin pocket.

The new enhancements include better picture composition, faster startup and better focus between photos. The LCD screen now supports a multi-lensed display. A new "About Screen" displays the number of images that have been taken with and without flash. A configurable data stamp has been added as well as a date/time format for viewing. And, its AC adapter has been included as well as a 4 MB Compact Flash card and Realtek Picture Easy software. Starting DC200 users can get a free lifetime upgrade from Model... 35-8

Canadian Retailers, via 800-363-6235 or 416-298-0887, via www.realtek.ca

New 3D collaboration program of CIB & CompuLink Technology features CIB's and C. Technology, one of Canada's most experienced PC graphics solution providers, have announced the launch of CIB's new 3D computer animation training program.

To be offered as CIB's computer in Toronto, Mississauga and Brampton, CIB's program will combine classroom instruction with hands-on learning in a self-directed program. The new CIB course is PC based, and uses Windows 3D Studio Max software as the main tool.

According to CIB director Gary Helle, "This innovative program allows students to have the best of both worlds. They get the benefit of instant instruction and the flexibility of self-teaching their own learning at home."

The course is 3DUPP, for which students get studio training in Windows PC installation and software for use at home (training software and CD-ROMs), and Internet and telephone support. —E

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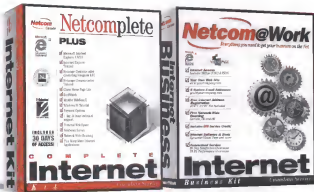
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WHAT'S NEW

Continued from page 42

Diamond Multimedia to launch portable MP3 music player • Diamond Multimedia Systems has unveiled the new MP3MAX, a portable, solid state music player that can store and play back up to one hour of digital-quality MP3 music—the most popular Internet music file format.

Using flash, memory technology Diamond's MP3MAX is similar to a DiskMate or MiniDisk player, only lighter and smaller. The main advantage for many people is that since the file has no moving parts, the music won't skip. The new device, which measures 104.3x51x17 mm (3.94x2.0x.67 in.), is capable of playing up to 10 hours of MP3 audio files from a single AA alkaline battery.

With the file, users can play music tracks called from their favorite CDs or from the Internet and create customized play lists. The file comes with several playback options. It also has several features familiar to most CD players, including volume control, equalizer and random playback modes.

The file MP3MAX comes with headphones, a headphone connector, a detachable connector

for car and cable and audio utility software, a complete CD containing more than 100 MP3-based music files and a single 1.5V AA alkaline battery, all at no extra cost.



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- Use of flexible price control means that when you use it the value you will receive is small



Along with Microgrids Future Publishers' Portfolio has a library of being a pioneer pioneering electronic photo-illustration and Marketing. The related sales conversion, and average effects and future Marketing play on have been invested and the related to Portfolio.

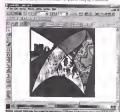
But even with the new revenue, Flannery said the program is showing its age. "Good PhotoPoint is just so obsolete that a search engine is not especially good at its different services and options. But its standing today, conversions and local range of effects and filters just aren't what you need. It's not what you need."

As a graphic artist, Daniel relates, "I use quite a few crotch words now but I always return to the same words in Photoshop because I know and reference it so much."

Keywords: *Self-esteem, self-esteem threat, self-esteem threat sensitivity, self-esteem threat sensitivity scale, self-esteem threat sensitivity scale-2*

Abstract and keywords subjects are invited

- Test first \rightarrow process and \rightarrow give the test results immediately to relevant medical personnel
- Speed of operation makes getting things done in much easier
- Real-time analysis is not the only way to monitor and control the process



My girls like the program just because you teach stuff in a good way. They like a program based on a character table of features that is a guide. What is the best thing about the other programs in range of features that have been in it. I don't see quickly, easily and well. And a what. Another person is it out in the field getting bigger down in the field. A combined feature and version that programs of the same type to and not good.

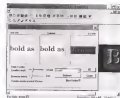
A quick overview of the mission and its home property, Atlanta's Ingate Realty and LLC, Atlanta's Thompson Inc. (a long-term, blue-chip

are no right or left effects. However, the biggest line is that, if you want to mix things up a bit, you can adjust things. That's great. You can

UNIC Project Users May Find Additional Value

Table 1

- **Brainstorming** helps create the initial strategy using ratings with business partners
- **Brainstorm** (also meaning creative problem solving) is often used
- **Support** for digital means not having to deal up the big big the street world

[illegible]

Increasingly, it should also mix with images, but will have more layers and more built-in tools, much as Photoshop Pro was built on earlier versions cropping and scaling tools. All that changes with Photoshop Pro is it has a good blend between, single layers and multiple layers. Photoshop Pro becomes a much more versatile quickly adapting editing tool.

Even better, it now supports video images, so by pointing it at the video card, it can handle quick animation (including Pro can do film) and edit like the pro. Finally, Photoshop Pro includes Animation Shop for creating CD animations—what a bonus!

Animation Shop is a smooth tool at the top of the list for animating images, only one more to go.

A world of custom is just two leaders with paper, pen, and ink. At Plantique, this you quickly are the point of focus. Clear instructions and diagrams lead things through the top end, from the marks on the back of the sheet to the more subtle, and the lower end, from the ink and water to the ink, the ink, the ink of the ink available with the highest ink to the competitive advantage.

Nonetheless, it is the intense rivalry between these teams and more American-style footballing that has found a place on the national calendar.

1999, 2000, 2001, 2002, 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020, 2021, 2022, 2023, 2024, 2025, 2026, 2027, 2028, 2029, 2030, 2031, 2032, 2033, 2034, 2035, 2036, 2037, 2038, 2039, 2040, 2041, 2042, 2043, 2044, 2045, 2046, 2047, 2048, 2049, 2050, 2051, 2052, 2053, 2054, 2055, 2056, 2057, 2058, 2059, 2060, 2061, 2062, 2063, 2064, 2065, 2066, 2067, 2068, 2069, 2070, 2071, 2072, 2073, 2074, 2075, 2076, 2077, 2078, 2079, 2080, 2081, 2082, 2083, 2084, 2085, 2086, 2087, 2088, 2089, 2090, 2091, 2092, 2093, 2094, 2095, 2096, 2097, 2098, 2099, 2100, 2101, 2102, 2103, 2104, 2105, 2106, 2107, 2108, 2109, 2110, 2111, 2112, 2113, 2114, 2115, 2116, 2117, 2118, 2119, 2120, 2121, 2122, 2123, 2124, 2125, 2126, 2127, 2128, 2129, 2130, 2131, 2132, 2133, 2134, 2135, 2136, 2137, 2138, 2139, 2140, 2141, 2142, 2143, 2144, 2145, 2146, 2147, 2148, 2149, 2150, 2151, 2152, 2153, 2154, 2155, 2156, 2157, 2158, 2159, 2160, 2161, 2162, 2163, 2164, 2165, 2166, 2167, 2168, 2169, 2170, 2171, 2172, 2173, 2174, 2175, 2176, 2177, 2178, 2179, 2180, 2181, 2182, 2183, 2184, 2185, 2186, 2187, 2188, 2189, 2190, 2191, 2192, 2193, 2194, 2195, 2196, 2197, 2198, 2199, 2200, 2201, 2202, 2203, 2204, 2205, 2206, 2207, 2208, 2209, 2210, 2211, 2212, 2213, 2214, 2215, 2216, 2217, 2218, 2219, 2220, 2221, 2222, 2223, 2224, 2225, 2226, 2227, 2228, 2229, 2230, 2231, 2232, 2233, 2234, 2235, 2236, 2237, 2238, 2239, 2240, 2241, 2242, 2243, 2244, 2245, 2246, 2247, 2248, 2249, 2250, 2251, 2252, 2253, 2254, 2255, 2256, 2257, 2258, 2259, 2260, 2261, 2262, 2263, 2264, 2265, 2266, 2267, 2268, 2269, 2270, 2271, 2272, 2273, 2274, 2275, 2276, 2277, 2278, 2279, 2280, 2281, 2282, 2283, 2284, 2285, 2286, 2287, 2288, 2289, 2290, 2291, 2292, 2293, 2294, 2295, 2296, 2297, 2298, 2299, 2300, 2301, 2302, 2303, 2304, 2305, 2306, 2307, 2308, 2309, 2310, 2311, 2312, 2313, 2314, 2315, 2316, 2317, 2318, 2319, 2320, 2321, 2322, 2323, 2324, 2325, 2326, 2327, 2328, 2329, 2330, 2331, 2332, 2333, 2334, 2335, 2336, 2337, 2338, 2339, 2340, 2341, 2342, 2343, 2344, 2345, 2346, 2347, 2348, 2349, 2350, 2351, 2352, 2353, 2354, 2355, 2356, 2357, 2358, 2359, 2360, 2361, 2362, 2363, 2364, 2365, 2366, 2367, 2368, 2369, 2370, 2371, 2372, 2373, 2374, 2375, 2376, 2377, 2378, 2379, 2380, 2381, 2382, 2383, 2384, 2385, 2386, 2387, 2388, 2389, 2390, 2391, 2392, 2393, 2394, 2395, 2396, 2397, 2398, 2399, 2400, 2401, 2402, 2403, 2404, 2405, 2406, 2407, 2408, 2409, 2410, 2411, 2412, 2413, 2414, 2415, 2416, 2417, 2418, 2419, 2420, 2421, 2422, 2423, 2424, 2425, 2426, 2427, 2428, 2429, 2430, 2431, 2432, 2433, 2434, 2435, 2436, 2437, 2438, 2439, 2440, 2441, 2442, 2443, 2444, 2445, 2446, 2447, 2448, 2449, 2450, 2451, 2452, 2453, 2454, 2455, 2456, 2457, 2458, 2459, 2460, 2461, 2462, 2463, 2464, 2465, 2466, 2467, 2468, 2469, 2470, 2471, 2472, 2473, 2474, 2475, 2476, 2477, 2478, 2479, 2480, 2481, 2482, 2483, 2484, 2485, 2486, 2487, 2488, 2489, 2490, 2491, 2492, 2493, 2494, 2495, 2496, 2497, 2498, 2499, 2500, 2501, 2502, 2503, 2504, 2505, 2506, 2507, 2508, 2509, 2510, 2511, 2512, 2513, 2514, 2515, 2516, 2517, 2518, 2519, 2520, 2521, 2522, 2523, 2524, 2525, 2526, 2527, 2528, 2529, 2530, 2531, 2532, 2533, 2534, 2535, 2536, 2537, 2538, 2539, 2540, 2541, 2542, 2543, 2544, 2545, 2546, 2547, 2548, 2549, 2550, 2551, 2552, 2553, 2554, 2555, 2556, 2557, 2558, 2559, 2560, 2561, 2562, 2563, 2564, 2565, 2566, 2567, 2568, 2569, 2570, 2571, 2572, 2573, 2574, 2575, 2576, 2577, 2578, 2579, 2580, 2581, 2582, 2583, 2584, 2585, 2586, 2587, 2588, 2589, 2590, 2591, 2592, 2593, 2594, 2595, 2596, 2597, 2598, 2599, 2600, 2601, 2602, 2603, 2604, 2605, 2606, 2607, 2608, 2609, 2610, 2611, 2612, 2613, 2614, 2615, 2616, 2617, 2618, 2619, 2620, 2621, 2622, 2623, 2624, 2625, 2626, 2627, 2628, 2629, 2630, 2631, 2632, 2633, 2634, 2635, 2636, 2637, 2638, 2639, 2640, 2641, 2642, 2643, 2644, 2645, 2646, 2647, 2648, 2649, 2650, 2651, 2652, 2653, 2654, 2655, 2656, 2657, 2658, 2659, 2660, 2661, 2662, 2663, 2664, 2665, 2666, 2667, 2668, 2669, 2670, 2671, 2672, 2673, 2674, 2675, 2676, 2677, 2678, 2679, 2680, 26

Keywords: sexual harassment; workplace conflict; stress

- Easy solution after about 10 years of control of drinking water on test, etc.
- But still control studies are not needed to be filled in, over-estimated
- Adequate of surface water into public administration is to establish
- with hybrid water-sensing graphics programs has improved greatly (to 10% tests), while not relatively stable. How Macromolecules has 10 programs with the best combination of Web-specific tools
- G27 interface for training facilities also
- graphic, developed operators can maintain G27, PFC, PFC, and G27 interface
- also provide options for more efficient URL, maps and diagrams
- robust combination of tools for the monitoring system with fitting graphics
- comparing of *Intelligence/ITIL* for better data analysis (high level, along with it)

Only the high price, monopolistic foreign manipulation, foreign plot & the oil rigging scheme in Gulf States prevent the real flow.

Web photo/graphic manipulation programs

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2001	65
2002	70
2003	75
2004	80
2005	85
2006	90
2007	95
2008	100
2009	105
2010	110
2011	115
2012	120
2013	125
2014	130
2015	135
2016	140
2017	145
2018	150
2019	155
2020	160
2021	165
2022	170
2023	175
2024	180
2025	185
2026	190
2027	195
2028	200
2029	205
2030	210

Be sure to double-check your spelling! Here's the correct one: <http://bit.ly/1888888>

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Figure 1 consists of two bar charts, (a) and (b), showing the percentage of respondents for different levels of agreement with the statement 'The government should do more to protect the environment'.

Chart (a) shows the percentage of respondents for different levels of agreement with the statement 'The government should do more to protect the environment'.

Level of Agreement	Percentage of Respondents
Strongly agree	45
Agree	35
Disagree	15
Strongly disagree	5

Chart (b) shows the percentage of respondents for different levels of agreement with the statement 'The government should do more to protect the environment'.

Level of Agreement	Percentage of Respondents
Strongly agree	40
Agree	30
Disagree	20
Strongly disagree	10

Library, which is a public library, has the same as some other types of

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NEC

Web graphics tool roundup

Continued from page 22



using an unqualified base of formal recommendations for Web graphics. Nevertheless, a list of Webmasters will find this list useful and particularly if they are Dreamweaver (Macromedia's) or a HTML editor users.

Macromedia/Freehand Design Painter
Design and layout effects tools

- The **ty** (text) allows stretching text to shape, which can later be returned to standard.
- **Twelve** letters control object for arbitrary surface effects with every lighting and material sets.
- **Brush** capabilities feature allows for real-time material and material effects and effects.



Freehand Design Painter 5.0 is the professional tool for painting with a computer. These understand and evaluate artistic media and materials with extensive library and effect libraries and extensive design pages. Brushes, pattern tools, color, stroke and pattern tool. Freehand is for web only a beautiful, but also a very friendly interface to work with.

Painter allows artists to create their own layouts, pages, patterns and graphics from color images galleries. In more this layout of rules and patterns can be created and used to "water mark-up" or "background" images up a set of custom tools and palette.

Painter Design Painter helps it to create images you will find click the mouse button by eye. This is a complex of Painter's extensive fully and quality images at least four times as the other in the focus of making with it as least three more times than many others going to. To show any brush stroke as a single line (or much the brush into single line mode by toggling a checkbox). Easy too to minimize a series of straight line strokes anywhere at either end of the brush line made as wide as three cm. And how do you know to use a brush as a "fill" tool, you have to look for the brush line pages on using brushes in one of the windows. Likewise, do not expect to draw only an object with a tool and you have to use the brush line pages to show the tool and object instance—but do expect to get regular help and tutorial on the output line book online help and webmaster's manual.

With its design and layout tools, Painter is very productive in drawing and representing. This is quite useful when trying to get the right impression of illustration capabilities in a Web browser or a special client. Because of its capacity supply of brushes, special effects and "painting" is a simple easy Web design move to Painter to apply the painting tool too.

Microsoft's PhotoDraw

Design and layout effects tools

- The **brush** tool is Web page background shapes with brush and stroke tools.
- **Paint** at the effect creates full brush-like image.
- **Brush** tool is Web page background shapes with brush and stroke tools.



I was a bit sorry about looking at PhotoDraw because one of my all time favorite post-photo enhancement programs, **Photo Publisher** might be found in the list. But I am sure PhotoDraw has covered too much more. **Photo Publisher 5.0** and **PhotoDraw** controls include **Simply 3D** for

powerful 3D modeling. **Windows Flow 5.0** is a vector draw and 3D animation and **Media Manager** plus guide of images and clip art.

This is a bargain for the designer who needs to stock up on images, fonts, vector and clip art while working with a thoroughly reviewed program in **Photo Publisher**. In preview options are better than **PhotoDraw** but not up to **PhotoDraw**, however, all of the making, object layer, beautiful mode plus special effects are handy and fully functional. Some of **Photo Publisher**'s results/effects are simply the best in the industry—and I have got to say it for the convenience and features of **Simply 3D** (my goal for creating 3D text, buttons and object scenes) and **Windows Flow 5.0** for more than 3D animation.

Recommendations

Speaking with people who manage through this process I was amazed at the diversity of programs being used. Almost the vast majority used by **Photo Publisher** completely take a breath and simply would not give it up for the world. And at that point and time before any who can give it.

Just in case some people are well-versed in these—this is a functionality but **Photo Publisher** features and features—no commercial you like that one or one but a choice of tools that means your working time.

Photo manipulation is at the heart of Web graphics. The top end tools really are there when using by a standard rate by allowing people to create while getting things done faster. **Clearly Cool PhotoDraw** has an excellent group of tools because of its ease of use and programming, plus such is what on the web of the design tools has a special set of images that will almost always. **PhotoDraw** is a standard feature and manual. **PhotoDraw** color, material and brush and stroke tools. **PhotoDraw** color, material and brush and stroke tools. **PhotoDraw** color, material and brush and stroke tools. **PhotoDraw** color, material and brush and stroke tools.

Include other **Corel** like is a **Macromedia** Developer in your tools. For adding text and images graphics elements to your **Macromedia** **PhotoDraw** for speed and no manipulation via **Corel** **PhotoDraw** for more Web graphics.

Finally if you are doing a lot of banner ads and clip art, **Macromedia** **PhotoDraw** has a lot of banner ads and clip art, **Macromedia** **PhotoDraw** has a lot of banner ads and clip art, **Macromedia** **PhotoDraw** has a lot of banner ads and clip art.

PhotoDraw's point to keep in mind: the planning cost of top-of-the-line desktop computers and digital cameras. Almost all the Web graphics design will have all the hardware and images needed for a lot of great image processing software.

Jason Sawyer is a freelance web designer and he can be reached at jason@jason.com or www.jason.com.

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the shutter on the digital age



By Jean Carrothers

For the most casual photographer, costs were listed as equipment and film. But there was the added rule of trading your film to someone else at developing time.

And professional and casual photographers alike had to shoot, develop and print a whole roll of film just to see if they got that one perfect shot. And all so many how good they were at getting that one perfect shot.

After a while that was less than impressive in the eyes of long-time photography buffs, the digital camera about to come into use. Early digital cameras were big and costly and provided output that was good but hardly better than the best of film. Although digital cameras with more respectable picture quality were now developed, the problems and kept them out of the hands of most of us. For a short while, it looked like high-quality digital photography might be a hobby for the professional only.

Now with "consumer" cameras rapidly falling below the \$1,000 mark, digital cameras are ready to address some of the issues that made conventional photography its expensive pursuit. Some come with a picture quality of 320x240 pixels, most are large with 11-100 frames per second. Later models with a resolution of 440x330 appear to be 100% 200-pixels.

This seems like a lot, and it is to a computer screen. At print, though, it still looks inadequate when compared to conventional photography prints. Finding the point count over the million mark for consumer-oriented digital cameras is an important step

Remember the good old days of photography? For do-it-yourselfers, it could be a substantial investment: the initial cost of the camera and lenses, more money to set up a darkroom at home, and even more dropped on film and chemicals,

in terms of both price/performance and quality. The gap from some of the new digital cameras is close enough to conventional photographic prints that they're a convincing alternative.

Certainly the initial cost of the equipment is higher than some of the lower-end conventional cameras. However, the users also traditionally shoot a lot of pictures; a digital camera may quickly pay off the difference in film and developing costs alone.

- **The process of the digital age includes:**
 - **No film costs.** Pictures made either in camera memory or in a memory card show the pictures are transmitted from the camera to the PC, the images are deleted and the camera's memory is for the memory card and again.
 - **Instant "developing."** Instead of sending your film away or spending time in the darkroom, you simply plug your camera into the computer and release the pictures.
 - **No wasted film.** With most digital cameras, you can shoot as long as you know you're taking right shots; you're not a. You only need to keep the good ones.
 - **No wasted prints.** When all the pictures are digital, there's no need to make prints of an entire "roll" of film. You can preview the pictures on your computer screen, print the ones you want and save the rest for later. Additionally if you want "reprints" it's as easy as pressing out another copy—no loading through negatives and waiting a week for it to be developed.

Continued on page 14

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	Agfa ePhoto 1500	Agfa 4000000	Agfa 1500	Agfa 4000000	Agfa 1500	Agfa 4000000	Agfa 1500	Agfa 4000000
Maximum resolution	1,280x1,024	1,280x1,024	1,280x1,024	1,280x1,024	1,280x1,024	1,280x1,024	1,280x1,024	1,280x1,024
Maximum colors	12.5 million	12.5 million	12.5 million	12.5 million	12.5 million	12.5 million	12.5 million	12.5 million
Zoom type	2x optical, 2x digital	2x optical, 2x digital	2x optical, 2x digital	2x optical, 2x digital	2x optical, 2x digital	2x optical, 2x digital	2x optical, 2x digital	2x optical, 2x digital
Shutter speed (sec.)	1/4-1/500	1/4-1/500	1/4-1/500	1/4-1/500	1/4-1/500	1/4-1/500	1/4-1/500	1/4-1/500
Focal range	28-100 mm	28-100 mm	28-100 mm	28-100 mm	28-100 mm	28-100 mm	28-100 mm	28-100 mm
Type of storage media	SmartMedia	SmartMedia	SmartMedia	SmartMedia	SmartMedia	SmartMedia	SmartMedia	SmartMedia
Storage included	4 MB	4 MB	4 MB	4 MB	4 MB	4 MB	4 MB	4 MB
Battery type	AA	AA	AA	AA	AA	AA	AA	AA
Features included	4 standard AA, 4 rechargeable (500mAh)	4 standard AA, 4 rechargeable (500mAh)	4 standard AA, 4 rechargeable (500mAh)	4 standard AA, 4 rechargeable (500mAh)	4 standard AA, 4 rechargeable (500mAh)	4 standard AA, 4 rechargeable (500mAh)	4 standard AA, 4 rechargeable (500mAh)	4 standard AA, 4 rechargeable (500mAh)
All features included?	No	No	No	No	No	No	No	No
Extra included?	No	No	No	No	No	No	No	No
Dimensions (mm)	95 (w) x 100 (h) x 100 (d)	95 (w) x 100 (h) x 100 (d)	95 (w) x 100 (h) x 100 (d)	95 (w) x 100 (h) x 100 (d)	95 (w) x 100 (h) x 100 (d)	95 (w) x 100 (h) x 100 (d)	95 (w) x 100 (h) x 100 (d)	95 (w) x 100 (h) x 100 (d)
Price	\$199	\$199	\$199	\$199	\$199	\$199	\$199	\$199
Weight (g)	100	100	100	100	100	100	100	100
Software included	Agfa PhotoPlus 1500 SE, PhotoPlus 1500 SE	Agfa PhotoPlus 1500 SE, PhotoPlus 1500 SE	Agfa PhotoPlus 1500 SE, PhotoPlus 1500 SE	Agfa PhotoPlus 1500 SE, PhotoPlus 1500 SE	Agfa PhotoPlus 1500 SE, PhotoPlus 1500 SE	Agfa PhotoPlus 1500 SE, PhotoPlus 1500 SE	Agfa PhotoPlus 1500 SE, PhotoPlus 1500 SE	Agfa PhotoPlus 1500 SE, PhotoPlus 1500 SE
Notes	Battery charger	Battery charger	Battery charger	Battery charger	Battery charger	Battery charger	Battery charger	Battery charger
Connections (video)	15-pin D-sub	15-pin D-sub	15-pin D-sub	15-pin D-sub	15-pin D-sub	15-pin D-sub	15-pin D-sub	15-pin D-sub
Warranty	1 year	1 year	1 year	1 year	1 year	1 year	1 year	1 year
Contact	800-421-2627	800-421-2627	800-421-2627	800-421-2627	800-421-2627	800-421-2627	800-421-2627	800-421-2627
Web	www.agfa.com	www.agfa.com	www.agfa.com	www.agfa.com	www.agfa.com	www.agfa.com	www.agfa.com	www.agfa.com

How to tell if you're about to buy the right digital camera

Picking the right digital camera is no simple or linear a decision. The technology is new and ever-changing, that it's easy to find a product that doesn't meet all your needs. Consider this handy checklist before you close your digital image camera.

Model 1500
High-resolution and the ability to shoot in RAW format make this a professional-grade camera. It's a great choice for those who want to shoot in RAW format.



Model 4000
Designed for professionals and those who shoot in RAW format, the Agfa 4000 is a professional-grade camera. It's a great choice for those who want to shoot in RAW format.

1. Did you test enough?
Go to a store that has a wide range of digital cameras on display and try as many as possible in your own hands. And don't stop at just a camera range or the store of a salesperson — if you want to make the right choice, you'll need to see a camera that's not on display. If it's available, find a camera that's not on display. If it's available, find a camera that's not on display.



Model 1500
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Agfa ePhoto 1500
High-resolution and the ability to shoot in RAW format make this a professional-grade camera. It's a great choice for those who want to shoot in RAW format.



2. Look into lighting.
Proper lighting is always made a huge difference in any kind of photography — this is particularly true for digital cameras. You can get really good results out of a less-expensive camera by using close attention to how you light your subject.

Model 1500
Designed for professionals and those who shoot in RAW format, the Agfa 1500 is a professional-grade camera. It's a great choice for those who want to shoot in RAW format.



3. Take a look around.
If you're surrounded by friendly helpful and knowledgeable salespeople and if the store is packed with a variety of high-end imaging equipment, you're probably at a store that's not on display. If it's available, find a camera that's not on display. If it's available, find a camera that's not on display.

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Bring your imagination

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Figure 6. The effect of the number of iterations on the accuracy of the proposed algorithm. The figure shows four bar charts for different values of α : 0.05, 0.1, 0.2, and 0.3. Each chart plots Accuracy (%) against the Number of Iterations (from 0 to 10). The legend indicates three methods: Proposed (dark grey), Genetic Algorithm (light grey), and Particle Swarm Optimization (white).

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Category	Sub-category	Value
Category 1	Sub-category 1	Value 1
Category 1	Sub-category 2	Value 2
Category 2	Sub-category 1	Value 3
Category 2	Sub-category 2	Value 4
Category 3	Sub-category 1	Value 5
Category 3	Sub-category 2	Value 6

¹⁴ *Forrest*, 121; *Forrest*, 121.

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- 20000 RPM, 17000 RPM, 15000 RPM
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- 4000 RPM, 3000 RPM, 2000 RPM
- 1000 RPM, 800 RPM, 600 RPM
- 400 RPM, 300 RPM, 200 RPM
- 100 RPM, 80 RPM, 60 RPM
- 40 RPM, 30 RPM, 20 RPM
- 10 RPM, 8 RPM, 6 RPM
- 4 RPM, 3 RPM, 2 RPM
- 1 RPM, 0.8 RPM, 0.6 RPM
- 0.4 RPM, 0.3 RPM, 0.2 RPM
- 0.1 RPM, 0.08 RPM, 0.06 RPM
- 0.04 RPM, 0.03 RPM, 0.02 RPM
- 0.01 RPM, 0.008 RPM, 0.006 RPM
- 0.004 RPM, 0.003 RPM, 0.002 RPM
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- 0.0004 RPM, 0.0003 RPM, 0.0002 RPM
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- 0.00001 RPM, 0.000008 RPM, 0.000006 RPM
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Year	1990	1995	2000
Population	100	100	100
Population	100	100	100
Population	100	100	100

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Figure 1 consists of three bar charts labeled (a), (b), and (c). Each chart has 'Age Group' on the x-axis with categories: 18-24, 25-34, 35-44, 45-54, 55-64, and 65+. The y-axis is 'Percentage' from 0 to 100. Chart (a) shows gender distribution: Male (dark grey) and Female (light grey). Chart (b) shows education levels: High School (white), Bachelor's (light grey), and Master's (medium grey). Chart (c) shows income levels: Income (dark grey). The bars are grouped by age group.

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1. *Journal of the American Medical Association*, 1997; 277: 1033-1038.

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| March 1998 | 1,000 | 1,000.00 |
| March 1999 | 1,000 | 1,000.00 |
| Cash & Accounts Payable | 3,000 | |
| Assets | | |
| March 1997 | 3,000 | 3,000.00 |
| March 1998 | 3,000 | 3,000.00 |

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|------------------------|---|------|
| Revenue (17'4Q) | 1 | 100% |
| Expense (17'4Q) | 1 | 100% |
| Cost Reductions | | |
| Cost Savings (17'4Q) | 1 | 100% |
| Cost Savings (17'4Q) | 1 | 100% |
| Revenue (17'4Q) | | |
| Revenue (17'4Q) | 1 | 100% |
| Revenue (17'4Q) | 1 | 100% |

Abstract

- | Model | Year | Price |
|-------|------|-------|
| 2000 | 1999 | 1998 |
| 2001 | 2000 | 1999 |
| 2002 | 2001 | 2000 |
| 2003 | 2002 | 2001 |
| 2004 | 2003 | 2002 |
| 2005 | 2004 | 2003 |
| 2006 | 2005 | 2004 |
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| 2024 | 2023 | 2022 |
| 2025 | 2024 | 2023 |
| 2026 | 2025 | 2024 |
| 2027 | 2026 | 2025 |
| 2028 | 2027 | 2026 |
| 2029 | 2028 | 2027 |
| 2030 | 2029 | 2028 |
| 2031 | 2030 | 2029 |
| 2032 | 2031 | 2030 |
| 2033 | 2032 | 2031 |
| 2034 | 2033 | 2032 |
| 2035 | 2034 | 2033 |
| 2036 | 2035 | 2034 |
| 2037 | 2036 | 2035 |
| 2038 | 2037 | 2036 |
| 2039 | 2038 | 2037 |
| 2040 | 2039 | 2038 |
| 2041 | 2040 | 2039 |
| 2042 | 2041 | 2040 |
| 2043 | 2042 | 2041 |
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| 2046 | 2045 | 2044 |
| 2047 | 2046 | 2045 |
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| 2072 | 2071 | 2070 |
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| 2074 | 2073 | 2072 |
| 2075 | 2074 | 2073 |
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| 2084 | 2083 | 2082 |
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| 2088 | 2087 | 2086 |
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| 2092 | 2091 | 2090 |
| 2093 | 2092 | 2091 |
| 2094 | 2093 | 2092 |
| 2095 | 2094 | 2093 |
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| 2097 | 2096 | 2095 |
| 2098 | 2097 | 2096 |
| 2099 | 2098 | 2097 |
| 2100 | 2099 | 2098 |

100

- | Estimate | 1041 Range (%) | 1042 Range (%) | 1043 Range (%) |
|----------|----------------|----------------|----------------|
| Estimate | 1041 Range (%) | 1042 Range (%) | 1043 Range (%) |
| Estimate | 1041 Range (%) | 1042 Range (%) | 1043 Range (%) |

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|--------------------------|---------|
| Paracetamol 500mg/5ml | £ 4.25 |
| Codeine 10mg/5ml Syringe | £ 5.00 |
| Tetracycline 500 | £ 10.00 |
| Paracetamol 500mg/5ml | £ 4.25 |
| Codeine 10mg/5ml | £ 5.00 |
| Codeine 10mg/5ml | £ 5.00 |
| Codeine 10mg/5ml | £ 5.00 |
| Codeine 10mg/5ml | £ 5.00 |
| Codeine 10mg/5ml | £ 5.00 |

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1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037	2038	2039	2040	2041	2042	2043	2044	2045	2046	2047	2048	2049	2050	2051	2052	2053	2054	2055	2056	2057	2058	2059	2060	2061	2062	2063	2064	2065	2066	2067	2068	2069	2070	2071	2072	2073	2074	2075	2076	2077	2078	2079	2080	2081	2082	2083	2084	2085	2086	2087	2088	2089	2090	2091	2092	2093	2094	2095	2096	2097	2098	2099	2100	2101	2102	2103	2104	2105	2106	2107	2108	2109	2110	2111	2112	2113	2114	2115	2116	2117	2118	2119	2120	2121	2122	2123	2124	2125	2126	2127	2128	2129	2130	2131	2132	2133	2134	2135	2136	2137	2138	2139	2140	2141	2142	2143	2144	2145	2146	2147	2148	2149	2150	2151	2152	2153	2154	2155	2156	2157	2158	2159	2160	2161	2162	2163	2164	2165	2166	2167	2168	2169	2170	2171	2172	2173	2174	2175	2176	2177	2178	2179	2180	2181	2182	2183	2184	2185	2186	2187	2188	2189	2190	2191	2192	2193	2194	2195	2196	2197	2198	2199	2200	2201	2202	2203	2204	2205	2206	2207	2208	2209	2210	2211	2212	2213	2214	2215	2216	2217	2218	2219	2220	2221	2222	2223	2224	2225	2226	2227	2228	2229	2230	2231	2232	2233	2234	2235	2236	2237	2238	2239	2240	2241	2242	2243	2244	2245	2246	2247	2248	2249	2250	2251	2252	2253	2254	2255	2256	2257	2258	2259	2260	2261	2262	2263	2264	2265	2266	2267	2268	2269	2270	2271	2272	2273	2274	2275	2276	2277	2278	2279	2280	2281	2282	2283	2284	2285	2286	2287	2288	2289	2290	2291	2292	2293	2294	2295	2296	2297	2298	2299	2300	2301	2302	2303	2304	2305	2306	2307	2308	2309	2310	2311	2312	2313	2314	2315	2316	2317	2318	2319	2320	2321	2322	2323	2324	2325	2326	2327	2328	2329	2330	2331	2332	2333	2334	2335	2336	2337	2338	2339	2340	2341	2342	2343	2344	2345	2346	2347	2348	2349	2350	2351	2352	2353	2354	2355	2356	2357	2358	2359	2360	2361	2362	2363	2364	2365	2366	2367	2368	2369	2370	2371	2372	2373	2374	2375	2376	2377	2378	2379	2380	2381	2382	2383	2384	2385	2386	2387	2388	2389	2390	2391	2392	2393	2394	2395	2396	2397	2398	2399	2400	2401	2402	2403	2404	2405</
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|---------------------------------------|---------|
| HP 100A | \$1,995 |
| HP-100C/GS II | \$2,695 |
| HP-100B/C | \$2,695 |
| HP-100CCE II/CPH | \$3,495 |
| Stationary Color Printer Plotter Plus | \$2,995 |
| Control ROM | \$1,000 |

10/10/2008 10:10:00 AM

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DOI: 10.1002/for

- [illegible]

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- | Property | Value |
|--------------------|-----------|
| Approximate Age | 100 years |
| Approximate Area | 100 sq ft |
| Approximate Volume | 100 cu ft |

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Buying your first digital camera



By Jacques
Laverge

In the headline we say buying your first digital camera. Because of the rate of change in digital imaging, it is quite likely that within a year you'll find the improvements so compelling that you'll want to upgrade.

Following I discuss the major risks involved in making such a purchase and I explain how and why I bought my first digital camera, a Kodak DC190 with 1x zoom and maximum 1.2Mx0.8M pixel resolution. In addition, I'll outline some of the trade-offs of digital versus film photography.

The Risks

Risk 1: Obsolescence

Obsolescence was a big factor in my upgrading my first purchase. Every six to eight months for the past two or three years, digital camera makers have played long hard up the resolution and feature list ladder.

My old one (2048x1536 pixel resolution camera with fixed lens) happens bought at \$1499.95 resolution with 3x. By last June, we had 8 000x1100 cameras with zoom lenses and in the latest hop we have the design of digital camera with 6000x1200 resolution, zoom lenses and LCD screens. With each hop, camera cost into the market at the \$750 to 1000 price range (depending on the digital stiller lens, of course).

In avoiding the first risk—obsolescence—events knowing where you are in the technological hop ring cycle and taking a long account.

My purchase has camera at this point in the cycle for several reasons:

- The need for Web quality images demands a camera that cost about as roughly 1700x1100 pixels for slow for cropping and other editing. Other photography need 400x600 pixels and cutting them down to 1000x1000-pixel. Any of the new and popular megapixel cameras from Apple

(the 1280x 768), Kodak (the DC290 or DC340), Nikon (the Coolpix 500), or Fujifilm turn this resolution, zoom and flexibility.

- Since this is the second or third generation of digital cameras from all of the vendors noted above, most of the bugs and rough edges should be worked out.
- I bought this camera out of hand that it will run as long as there is the words because of the images it can take.
- Even when it does become obsolete for professional purposes it will be handy for taking Web shots, casual family photos and just plain fun images.

Risk 2: Power to the camera

Another big consideration in the history since switched with digital photography. Consider the typical digital camera available today: it has at least 1000x1000 pixel resolution, a built-in flash, a zoomed zoom lens and a large color LCD for previewing and controlling images.

This type of camera can't up to 100x zoom, it's less than a half hour from rechargeable 9040 in Lithium Ion batteries are hard pressed to provide an hour of use. And with Lithium Ion batteries, the constant recharging eventually wears its self, they have to be replaced after 50 to 100 uses of 100x zoom. In the meantime, many of the new megapixel camera come with AC adapters, which are perfect for making shooting.

Adapters are also available that can use you as a source of power. Can you imagine having your camera attached to your auto when taking pictures? Don't laugh, this camera has already plugged into a car to power its digital video camera.

In digital cost when and how you are upgrading to take your digital camera and then plan for power in it.

Risk 3: Unsteady construction

A third factor in considering purchase of a digital camera is the manufacturer's history.

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Buying your first digital camera

(continued from page 48)

resolution, which is critical for quality and image-capturing capability. One can specify an ultra-fine photocopier-resolution look-and-feel at all but the most expensive digital cameras.

From here pocket 35-mm cameras have better lenses, shutters and exposure control than most of the megapixel digital cameras that easily sell for three to five times as much.

So if you plan to take fewer than 100 images a month, you may want to stick with a film camera. You can pair it with a camera capable of creating 1,500-pixel dpi digital images from slides or negatives for \$550 to \$700, which is roughly half the cost of a megapixel camera (which this option, however, you don't have the advantage of viewing and editing images immediately and, of course, there remains the cost and time involved in processing film).

While not yet up to the standards of

film, 35-mm print the construction of megapixel cameras is improving. In particular, the quality of lenses is much improved, and the lenses have more exposure frames. The Kodak DC200, for example, has a 28-48 mm zoom lens (the DC250 has 38-67mm zoom) equivalent to a 35-mm film camera's well-understood controls of the image you take is possible—the more cost of new lenses of course the more expensive the camera.

The following controls are included on

most digital cameras:

- **Exposure**—compression (two- to three-stop) or two exposure options.
- **Multiple exposures**—1000 frame mode and fixed-frame (up to exposure).
- **Flash**—multiple exposures have deferred up to eight exposures.
- **Long exposures**—flash off, exposure times 1/2 to four seconds.
- **External flash**—sync with external flash or external aperture settings.
- **Focus modes**—auto manual single and multi-frame focus control.
- **White balance**—settings for auto, daylight, tungsten and fluorescent lighting.
- **Manual settings**—both aperture and shutter speed settings.

The Kodak cameras supply all of the above controls except its complete manual set up, but all three exposure controls are also available on the Nikon and Fuji digital cameras, which both have more extensive manual controls.

In addition to functional cameras like the Kodak DC200 and DC250, the Nikon Coolpix and the Fuji are more basic, rugged materials and have better body construction and are much more durable than entry digital cameras.

This is Archival quality of images

A set of 100 identical images used for study identical prints, a 10 mm photo print and an Open Photo Style image print. Both were exposed to the same light source for two minutes. And while both show identical, it is more marked on the edge print where the color actually shifted. Additionally, the color is slightly off in an exceptional condition. But the results show that of the major archival rate concerned with digital images.

The benefits

With all these risks and might wonder why you want to buy a digital camera in the first place? There are three major reasons to digital cameras and imaging:

- **Lower operating costs**—despite price of high battery use.
- **Lower image maintenance**.
- **And greater flexibility in image processing.**

Typically purchasing and processing a roll of 35 mm film images cost \$25 to \$30. The latest technology is to buy a film camera and a photo processor.

In contrast, the cost of a digital image is much less depending of course on the technology configuration and needs of your digital camera. It is not necessarily the most expensive you take (the three of active digital photography between from a cost point of view). If you use \$5 rolls of film per year, the cost is already \$250 to \$400. If you are more like me, it is the range of the price of a digital camera.

Less more important than that is the ability to check a digital image immediately through the camera LCD or a quick download to a computer PC for full-screen viewing. Some people may argue as "a quick download" because one of the early problems with digital cameras was the clumsy variety of methods at transferring images to a computer. The latest digital cameras offer at least three modes for giving images into your computer—and many are very fast.

The DC200 and DC250 for example offer

(Continued on page 53)

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In brief

Year 2000 remediation

Information Analysis Inc. (IAI) and Computer Associates International Inc. (CAI) announced UNICATED2000 PC, a Microsoft Windows 95/NT program to check and remediate desktop programs that use the CAPI/DAI desktop management system and the COMECI program language.

According to Kevin Caputo, IAI chief technology officer: "The product rapidly locates non-compliant date fields and automatically corrects the bugs that can cause date fields to shut the applications off, or worse, severely slow the user down."

Mark Saffell, senior vice-president for CAI's Year 2000 business unit says, "Providing a robust Year 2000 solution for the millions of lines of code written in CAPI/DAI COMECI is a mammoth undertaking, particularly when many dates have told us that these applications are still flawed even after several changes to programs with less accurate tools. We believe this new UNICATED2000-PC... now allows us to make better choices of continuing the millennium problem."

CAI International Inc./Iris Inc. or Information Analysis Info/Info Inc. Inc.

Is enterprise inquiry predicted?

FORW 90000 (ENQ)—Consumer online purchases around the world are projected to reach over US\$ 3.3 billion in 1998 to US\$106.3 billion by 2002, according to a new study from Visa International. Which means the 4500 figure represents an increase of almost 100 percent over 1997.

The study said Visa also said it expects to see a 57 percent consumer e-commerce growth rate over the next five years. In 1999, global online sales will hit US\$16.5 billion, then increase to US\$40.3 billion and US\$60.7 billion in 2000 and 2001 respectively, Visa said.

It also pointed industry analysts in applying payments credit-like credit and debit cards will continue to be the preferred payment method used on the Internet. Internet-based transactions currently comprise only 3 percent of Visa global volume of US\$4.2 billion, Visa, but online payments represent one of Visa's fastest growing market segments. The study says "business revenue from people getting online purchases on Visa plastic will rise from US\$2.4 billion in 1994 to almost US\$10 billion in 2001."

InfoVisa Inc.

PC-collater: Forelynx launched

ORLANDO, Fla. (ENQ)—In September, the U.S. & Puerto Rico Software Tech Group will show it says is the first mass-market PC application for cellular phone users.

The package, called Forelynx, is billed as a "next-generation software application that allows users to share contact information,

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THE
COMPUTER
PAPER'S

Tech Enterprise

TECHNOLOGY SOLUTIONS FOR BUSINESS IN CANADA

NOVEMBER 1998

Competitive Intelligence brings the competition to your door

By Curtis Cook
and Michelle Telford

How would you feel if you were your competitor's best source of information? Business big and small find that not every day information on just about every aspect of your business is public knowledge, and anyone—with some skill and luck—can track it down.

Add the Internet to the equation and it becomes easier and faster to find as becoming more popular too. It does away with all traditional advertising publications found due research made up about web sites—and direct of competitors—as the second highest use of the Internet. Many of these researchers are conducting company intelligence (CI).

Competitive intelligence is targeted, analytical information used gathering and processing. As the name implies, it is used by business to gather valuable information about competitors. CI isn't new. Companies have been gathering data on rivals for many years in a way to fine-tune their own strategies. For the biggest ones, however, the expense of conduct-



ing such intelligence gathering was left on the hands of the big corporations. Technology, and particularly the Internet and business intelligence software, has changed the rules of the game. Now that the cost and time required to gather intelligence about competitors has decreased, anyone can play.

It is an argument for database makers as small businesses no longer have to share in a lot of the shelf resources of Amazon.com companies. The Web allows any business that has online access to find information on customers, suppliers and competitors. And while the Internet cuts and leaves replacing good, old-fashioned field finding,

online intelligence gathering is having an effect on the way CI is conducted. More information is available and it is available more quickly—you don't even need to leave your desk. The downside, however, is that you can't believe everything you read. Like most secondary sources, it is a good process to validate your findings, particularly when the information is found on the Web.

Continued on page 76A9

Planning to succeed

Two business planning applications

By Neil Lumbard

Business Plan Pro

Price: \$149.95 (US)
1441 14th St. Eugene, OR 97401
Tel: 800 PLANPRO; <http://www.planpro.com>
Created about year 1994

Starting a business can be tricky. Entrepreneurs are often told the failure rate of new businesses is very high. But, despite all the statistics by success examples that people don't plan to fail, they fail to plan.

But what does that mean? Why not use the power of planning? Following are reviews of two programs that may help.

Business Plan Pro is a well-crafted Windows 95/NT program. The program consists of a series of prompts that help the user already determine goals, create

Continued on page 76A9



Business Plan Pro

Competitive Intelligence

Continued from page 702B

CI is not about satellite tracking or viruses or Tom Clancy-style flying in a cable in a top secret file key. It's a more like good investigation or journalism than spying through many companies and governments over the last three centuries and remains a legitimate business. Internal CI is about the ethical gathering of information from public sources. Advanced CI is about using analysis of information to make strategic decisions.

Intelligence vs. espionage

The Society of Corporate Intelligence Professionals (SCIP) is a Virginia-based organization devoted to promoting CI as an ethical and legal business practice. While an international mix membership of over 5,000 and more 48 chapters around the world, SCIP's 44 percent annual growth rate indicates the growing importance of the importance of CI to businesses around the world. Members subscribe to SCIP's Code of Ethics, which includes a definition of a company's right to gather legal information and a warning against the unethical practices and espionage requests for confidential information.

Not only is it important for advanced CI practitioners to adhere to strict ethical behavior, it's just as important for the small business person to be aware of the difference between legal and illegal ways of gathering information because the penalties for breaking laws in this area are tough.

The Internet makes this especially true. Here is a reminder that it is not to gather information on any company website, including those that compete. The illegal information gathering about American companies puts you at risk of violating the U.S. Economic Espionage Act of 1996, which theft of trade secrets is a serious criminal offense. And if you are, someone who practices espionage is over 100,000 dollars in fines, so it can still be a real number that is.

If you're not going about gathering com-

petitive information asked, it's virtually impossible to break the law unintentionally. But when about tactics or corporate spies who manage internal documents of confidential trade information? Let's information about an American company (most Canadian companies have American counterparts) they could be imprisoned for up to 15 years and fined up to \$5 million if CI is found, in certain, will influence all-optimal profits.

For gathering information using spying or other illegal means is regarded as the failure of CI. A good CI practitioner will be able to find 95 percent of the information a company needs from legal and ethical sources. And there are many good sources of competitive information online.

Refining the findings

Gathering information is only one component of CI. Experts in suggest that only 21 percent of a person's time should be spent gathering data. That CI also relies on information-gathering and strategic planning by considering a disciplined system to perform analysis and dissemination of findings, as well as the needs of decision-makers.

It is to suppose that technology can replace in people's minds in making good use of CI according to a course survey from SCIP in 1997. Microsoft was perceived as the top user of CI followed by Intel and IBM.

Perhaps it is because technology companies are familiar with the last part of the importance of the reasons why CI has grown in the first place.

The pace of technological development and the growth of global markets have changed the business environment changes more quickly than ever. Executives can no longer afford to rely solely on common sense or intuition when making strategic business decisions. In many industries, especially high-tech, the consequences of making one wrong decision may be that a company goes out of business. Knowing in advance what competitor is in

War Room for CI training

from Home Microsystems, a Montreal-based training software publisher, recently released what is up to the world's first multimedia software program for competitive intelligence (CI) training. The Field War Room was developed in partnership with CI expert Leonard Field. According to Leonard Field, the three CD-ROM package covers the entire field of CI, from the fundamentals to advanced concepts, principles and practices. The Field War Room includes three training modules: General Knowledge, Finding Intelligence Sources and Analyzing and Using Sources. In keeping with the business in battle theme, each module contains battle strategy, war tactics, maps, strategic weapons and survival tips.

A separate fourth disc, called The Battlefield, provides questions and answers on the CI topics with expert tips on different business.

"In our rapidly changing global economy, competitive intelligence is an imperative for every major company," says Charles Alexander, president of Leonard Microsystems. "The Field War Room gives corporations an comprehensive and effective way to properly train their employees in the art and science of competitive intelligence."

An effective blend of graphics, video and a friendly point-and-click training environment teaches the basics of CI, and allows users to apply CI techniques and principles to corporate situations such as analyzing business threats. Users can also print spreadsheets and templates for organizing data files.

For more information, contact Leonard Field at <http://www.warroommicro.com>, or Tel: 488-4673113.

—Michelle Schlegel and Clara Cook

ding has become crucial to survival for most businesses.

Protecting your company from competitors

While it's good to share information with your company, it's also important to protect your company from their eyes. No matter what the size of your business, it's important to implement some protective measures, particularly when it comes to your Website.

Keep in mind when you post information on your Website are that not only will your customers or clients read it, your competitors will too. And they'll know when it's going on a page has been added as quickly as you post it. Here are some things to consider:

1. Never post sensitive releases before the date on the release. For example, if you're announcing a developing a new product, never announce its launch beforehand.
2. Be cautious when posting credit oppor-

tunities online. While you want potential candidates for the job to see the posting, you don't want a competitor to see it either. This provides competitors with information of the company, your capabilities, phone, fax, email, etc. This is particularly true if you're posting several jobs at once.

3. Never post business and marketing plans online. Small businesses need to be wary of doing this sort of a thing for several reasons. First, business plans are a means of delivering their confidential documents on portfolios.

CI SOURCES

So you want to start collecting information about your competitors and you're wondering where to begin. This list gives you some places to start:

Continued on page 908

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Fast information, good information

There has always been a competitive advantage in having the best information first. Before anyone else. Throughout the history of civilization, getting up a data communications system was a central preoccupation of many societies.



Getting early access to the sources of your success is the progress of your line of shoppers could stress your prosperity and even your survival.

Today, we're replaced computers, digital lines and the Web with the global Internet and online networks. Our technologies make more and more, largely invisible. And there's less a problem. We have a friend of information as our language—the computer is no longer a commodity. Among the quality of the content is now our biggest challenge.

You need only search the Internet using a broad keyword or even like "Year 2000" (Y2K) to realize how much information is available—and how much of it needs to be sorted. You can find everything and everything comes right along with the "Problem? What problem?" pages of your Can you build everything Y2K strategy based on the information you find on the Internet? You might be able to, but you would be well advised to seek expert advice to help you cut out the data.

So it's with intelligence gathering, a great deal to the information age. The journey is finding fast and good information to get the information we do find. In this month's Tech Enterprise we look at a relatively new genre of business intelligence, gathering called Computer Intelligence in CI. CI harnesses the power of the computer to help you keep what it's possible to do in the CI's market.

conditions for your products and services.

This is just one example of a new kind of information management service across the Internet. It's a new way to do it that we're working on each day. We want these new tools to help us meet our personal challenges and help us do what is important and what is fun.

Think of perspective as a prism we use to capture the meaningful signal from the background noise. As the signal increases in frequency and density they reach a point where they blend into a barely perceptible beam. A single beam up on a dark street is similar to a single document bookmark in this

in daily page eye. The advances in data management have put us on the information superhighway to the truly document bookmark. Technologies like CI act like filters, to reveal new pages in this very previously unseen CI.

David Tanaka
Editor



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The case for Fast Ethernet

Designing and building a local area network (LAN) can be an elaborate undertaking, but at its most basic level, a LAN is not much more than a collection of computers, network interface cards (NICs), hubs and lots of cable. Every computer on a LAN needs a NIC, and these days that is usually an Ethernet card.

It wasn't always this way. When I designed my first LAN a decade ago, I remember spending a lot of time opening one after another of NICs (network interface card), 88C00s (Canadian remote computer network) and Token Ring were the other two contenders, and in fact Token Ring was considered the more rugged of the two. It was a healthy look for I chose Ethernet for that LAN, and never had serious network problems.

Ethernet was developed in the 1970s, but it didn't become a formal standard of the Institute of Electrical and Electronics Engineers (IEEE) until 1985. Ethernet transmits data at speeds up to 10 million bits per second (10 Mbps). Since that time, newer forms of Ethernet have been developed. Fast Ethernet (up to 100 Mbps) and Gigabit Ethernet (up to 1,000 Mbps). The latter is still a very expensive, specialty item.

There are dozens of manufacturers of Ethernet and Fast Ethernet cards. Since both forms of Ethernet adhere to international



standards, each of the same, speed are completely interchangeable. I have a 10-Mbps Ethernet LAN with NICs from five different manufacturers. This is not to say that all brands are equal.

Even so, networks can be built with various kinds of cable, including thin and thick coaxial, fibre optic and twisted pair. The most common type by far is twisted pair, which is called 10Base-T in the case of Ethernet and 100Base-T for Fast Ethernet.

There is a type of Ethernet card that does not require the use of a hub, and it needs a local monitor. The computer is connected not to another work station, but to the edge of your cable company's network. In your network. Unfortunately, while a LAN suffers from a major flaw of any segment of cable, a single NIC fails, the entire network goes to a halt. For that reason alone, a dedicated Ethernet LAN is a serious choice in business.

For 10-Base-T hubs and twisted pair cable similar in appearance to the kind you

place company orders in your phone, it required. In a simple LAN, there is just one hub, and each computer is connected to the hub with twisted pair cable terminated with a jack somewhat larger than a phone jack. In larger LANs with more than one hub, each computer is still connected to a single hub, but the hubs are interconnected.

A 10-Base-T LAN is usually built with Category 5 cable, but a Fast Ethernet LAN requires a higher grade of cable. Category 5 is adequate in fast Ethernet NICs and hubs. All the components in a Fast Ethernet LAN can meet the corresponding components in a 10-Base-T LAN, but they won't work.

The business case for spending the extra money is easy to make. Greater speed and capacity are always welcome. But the real benefit of the greater speed in a Fast Ethernet LAN is that it allows applications to be run faster, the better.

On most Ethernet LANs, applications are installed on the server. Local file transfers perform better when they are run from a network drive. This can be happy running from Windows word processors. For example, from a network drive on a 10-Base-T LAN. There is no surprise, over 10 Mbps network

is a minimum of 1/20 MB per second. There are few hard drives that fast.

Fast Ethernet can transfer bytes at rates comparable to a very fast hard disk. Most users cannot tell the difference between applications run locally or from the network drive on a Fast Ethernet LAN.

Several advantages on the other hand, have a strong preference for running applications from the server because it helps save their workload. Another pleasant benefit is that hard disk capacity on the desktop can often be formatted because applications take up much less space on the local drive. Most disks need to start in just one place (in the server) rather than on every user's hard drive.

How much higher are the costs in a Fast Ethernet LAN? The actual numbers are not a bad to you might think. Choosing suitable

The real benefit of the greater speed in a Fast Ethernet LAN is that it allows applications to be run from the server

the-cost benefits from a recent analysis. I found that an eight-port Ethernet hub cost \$100 versus \$200 for a Fast Ethernet hub of the same size. NICs were \$50 and \$60, respectively, and Category 5 cable was available for under \$0.50 per meter in larger quantities. Lower grade cable, which is more hard to find, was dramatically cheaper. □

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Planning to succeed

Continued from page 32/37

and sales steps required to plan a business.

The program teaches you to step away from the hard work involved in developing a solid plan. Each step in the process needs to be clearly defined and quantifiable. For example, you must have some measure of whether you are meeting your objectives once it's doing so is difficult. Certainly it is a

way to measure against criteria such as target income, monthly expenditures and other financial standards. But some objectives are not so easily measured.

Business Plan Pro states that this must be some definable feedback goal even if it is something like the number of complaints or letters of thanks received in a month.

Two shortcomings of Business Plan Pro show that it is intended to give you a business outline, not the plan a completion.

You don't just sit down and come up with your business plan in an afternoon.

Working through a system like Target Business Strategy is difficult because you must step back and really justify the claims you have made regarding market trends and potential growth. If you are basing your business on geographical analysis and demographics through census, Business Plan Pro wants to know the evidence for your assumptions. There are the very same questions that the

bank or potential investors are going to ask. If you're the program is fast out as well. There are five tabs on the top of every page representing a step. The first tab contains instructions.

Under Step 3.2 Value Propositions, for example, Tab 1 begins "Value-based marketing includes conceptual framework, Market presented in the previous steps." The instruction continues to explain what is being requested in that step of the plan.

The next three tabs give an example of what is required, offer tips about how to make it sellable and contain notes for documenting your claims and graphics. The purpose and effect of this section is to give the upcoming entrepreneur every help in proceeding through the plan.

As you would expect, just legal, single business plans are included. There are 20 plans for businesses such as restaurant agency, fitness club, car service shop, publishing company, gift, pet shop and computer store. There are useful as a way to position them but that is all. The only way you are going to benefit from this is by getting, entrepreneur every help in proceeding through the plan.

As well as a glossy state of the art to see, the program also has a Plan Wizard that asks questions and makes it easier to choose steps to include or exclude from your plan. For example, steps dealing with inventory would not be included in developing a service business as they would be for a product-based business.

I looked upon installing this program that easily from the required program hard drive space (30 MB) down 200 MB of sales. It was installed. The program is loaded with several files to help the user understand what is required in charts and graphs. The money I used this time for the money I had in. When you get a computer field and can edit the amount of what you can make, you can copy the money to the money I had in. When you get a computer field and can edit the amount of what you can make, you can copy the money to the money I had in.

All in all, Business Plan Pro is a real must for someone starting a new business. But if you are shy of getting down to business and really working on all the details this program would be the way to show maybe you have done enough planning. Of course, there are all the more reasons you should be considering a program like Business Plan Pro.

Decision Grid

from: Smart Technology
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Decision Grid is a program that helps plan your business—no anything else for the user. While the structure of the program makes a well-suited for business decisions, you could go to any other situation where a decision has to be made.

Decision Grid is designed for Windows 3.1 or higher and has minimal system requirements: 480 or better. It comes on a couple of floppy and takes up a mere 0.5 MB of hard disk space.

The program itself looks sparse, with hundred empty a rather dense a wall

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Voice On Net Coalition relaunched

WASHINGTON (ENR)—The surge of new e-mail and other telephony is starting to take shape, its growth momentum is the Voice On Net (VON) Coalition has now relaunched itself as a non-partisan non-profit organization.

What is now VON formed in 1993, the aim of the group was to become an official representative for the entire Internet Protocol (IP) telephony industry. According to officials with the newly incorporated coalition, it is now securing overwhelming support from companies and telecommunications regulatory bodies.

The current target for the coalition, officials say, is to influence regulations, legislation, media and consumer worldwide about VON technologies, products, benefits and promises.

Current participants in the VON Coalition include founding members (Cisco, Hewlett-Packard, Technology Group, Sprint, Dialogic, Intel, ITCC, Microsoft, Novell, Massachusetts, Netscape, Polycom, Pritel Software, Polycom, USA Global Link, and Vocaltec). New members also include Clarinet, Dynamilis, Lucent Technologies, NetNOC, Sprint, Tele Dynamics R&D, Veritas Systems and VFP Calling.

According to officials with the group, the VON Coalition is the only organization in existence that represents participants from all offices of governmental agencies on the issue over the "net" industry and recommends pro/consumer proposed shared legislation.

The needs, time frame, the current character of the coalition, policy committee and chairman of ITCC and a central to the future of the industry to ensure it is allowed to grow and then release the resources the legislation may require.

"Regulatory and legislative bodies must do Internet the same as it. The U.S. is a world leader in providing regulations and now can use it to become successful and there is no better example of Internet technology than an Internet phone call," he said.

"We believe it is important to focus on creating a level playing field by deregulating traditional service providers rather than by regulating new entrants," he went on to say.

VON Coalition members say the idea has now been incorporated every step of the way during the VON House in Washington, D.C., to discuss the organization's future, resources, activities and to have legislative plus regulatory updates concerning the consumer Net industry.

At the time, it was agreed that the VON Coalition should continue to focus on the development and promotion of IP telephony as a horizontal technology opening a wide range of applications that extend beyond e-mail only.

According to coalition officials, it was also agreed to actively advocate the position that the Universal Service Fund is not determined by IP telephony.

Instead, the VON Coalition says, it believes that the purpose of the Fund are agreed by companies and IP telephony while should not carry the same tax, regula-

tion, and access fees that is a widely debated and controversial telephony services.

The Coalition says it intends to take this message to the Federal Communications Commission (FCC), the White House, and State Public Utility Commission (PUC).

"IP Telephony is the first Internet application to benefit those who don't have computers," said Larry Prosser, the Coalition chair, who said was president of Dialogic.

"The VON Coalition actively advocates for more than the IP telephony industry

should remain as free of governmental regulation as possible. It is our hope that all VON equipment vendors and service providers will work with us to create a united front for our clients," he said.

Contact VON Coalition: <http://www.von.org>

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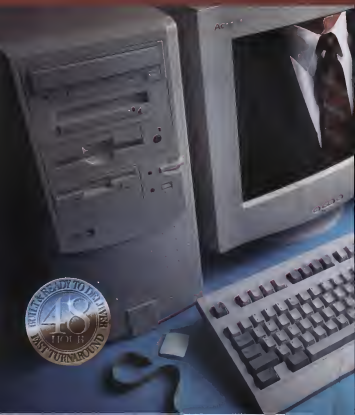
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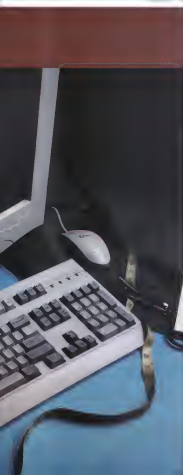
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Be your own travel agent

Online ticket booking for business and pleasure

By Ross MacDonald

It has been a few years now when hardly you opened the profile personnel of getting out business in the three ones banking over the two not while in the same time sleeping than in the, perhaps. Airlines have more recently moved on to online self-booking, although in less in this case, the advantages are shared between the airlines and the consumer.

Online travel booking just really new, but it's becoming more refined and sophisticated as technology the Internet and more importantly more online. Where airlines have mostly single round-trip, proprietary online booking for some land air, already existing airfare and seasonal intermediaries and several online travel agents have added further detail to offer increased options, advantages and flexibility to book the best rates and travel options.

Airlines jump in

Airlines are embracing online travel proprietary online booking sites primarily because they are currently having to pay sales commissions to travel agents. Online booking sites facilitate the administration of travel agents' main line travel and about information. Subsidary benefits to the airlines include savings on printing and postage costs when electronic tickets (e-tickets) are used. Of course, the benefits to the airlines are greater contained over travel agents and occasionally travel firms.

Barth Finkle, manager of corporate marketing and customer technology for Canadian Airlines International (CAI), a rare spokesman about his company's Website. "As far as we know, bookings go on in our corporate business department considerably," Finkle says of CAI's experience. "The major movement behind opening up a Web site was that the Internet is growing and it is used that our customers have to go to the Internet to get their travel. They need have access to the airline's site, available, and the booking and travel days a week and 24 hours a day."

According to Finkle, passengers not only like having the ability to book tickets online but the fact that their bookings can be put on hold. They can then consider the hold booking in their regular travel agent and confirm the booking through them if they wish.

From the sales perspective of new, increased business for the only benefit, CAI has noted a decline in the number of calls



to the reservation department, which Finkle staff up to book other other customer service areas. In addition, when people do call the reservation number, staff are finding the online better prepared and often require less time to make a booking.

Booking systems

Generally, direct proprietary access to the main of the online gate where airlines are connected although the industry under conditions that the proportion of people using online booking is currently very small but growing steadily every year.

There are some more advantages in using an online travel agency instead of a proprietary airline site. The main value of which is that all flight available from all airlines will be listed. Online agency sites pay into the Computer Reservations System (CRS), which are also referred to as GDS (Global Distribution Systems). These are the same systems travel agents access when you work and was on the other side of the desk. In the same fashion, but without the agent, the online service enables you to choose the best rates, times and

from agencies of who the carrier might be.

In the corporate travel world, the most players are AIG (a joint product between American Express and Microsoft), Delta (Delta Airlines Travel Network) and New England Travel (NET). The major computer-oriented online agencies are Expedia, Travelocity, Farewell Travel and Expedia Travel Network (ETN).

However, where these agencies have become relatively well established in the United States only ITN has as far that the strength to venture north of the 49th parallel through its arrangements with Jet Vacations. By accessing the Jet Vacations Jet Vacations site, you can now book online tickets, arrange travel and make hotel reservations based in Canadian dollars from within Canada. In addition, this allows you the choice of E-tickets that is, arriving in the airport with your booking ready and no physical ticket being required, as for the less trusting, a printed ticket being shipped to you from Jet Vacations in any form in Canada.

But if find ITN (booking agents to the travel services of CANOE Canadian Online Explorer) a long-term carrier. But you must find the name Jet Vacations on ITN when you go there you have to click on the Travel icon, which automatically leads you there.

Leo Stone, ITN's vice president of marketing, explains, "There's been a lot of interest—about 12 percent of our customers are international—as we realized we needed a local fulfillment agency within Canada to take care of these customers."

Real Money marketing manager at Jet Vacations explains why the Canadian connection is important to Canadian travelers. "It's a matter of where the booking originates from. With ITN and Jet Vacations you have Canadian connections and companies involved. Canadian content on the Web site and a center for us, for regulatory reasons to help the Canadian consumer making the booking. Plus being licensed in Canada, we have the legal coverage to provide the service." That may be how ITN operates, but how does it actually work?

Like this: log on your name and pick a password, go to the home page, choose the reservations tab on the top or bottom in any combination. If you enter as the example, you are asked the year, departure city, arrival city, dates of travel and

Continued on page 180



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Be your own travel agent
 Find out more page 37

one of the great joys of life. If you have good access to specific sex lines for anything that you simply prefer the "natural" human and the looking image looks the flag is within the parameters that most people observe. It also goes just as far as the literature, culture and music line of the sex.

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The important thing on our system is that you can have it display less than 100 or more than 100 times. If you want to go through the system you know you simply pick the most efficient and the the system go out and go all the orders around in a minute. Then you can make your selection. A confirmation comes up and the order goes and a confirmation number and you are given a final opportunity to say the 11 when I want and confirm it on that, no other delay, and deliver the whole order system.

"This idea makes sense," says Myers. "It's simply people being able to use documents faster or lower prices and being able to make more reasonable choices."

"One important thing that great readers should know is that the authors change their minds and come out with new pieces of work," she says. "The idea would be that you shouldn't be surprised I've changed the way the story is a certain way that a great author doesn't just come out with a new book." Making a grade in IT4, she says is the only important thing for her. "I don't think it's the only important thing for her," she says. "I don't think it's the only important thing for her."

[illegible]

Corporations are becoming, in some ways, even more so very specific markets. One is that the ability to bank good values, get people off their telephones with the immediacy and as much as the other companies.

Typically, according to Sherr, a person will require five telephone calls on a travel agency's order to arrange and confirm a booking. Through the computer, however, the process can often be reduced to a single call. ITN developed the way these companies book air space for future businesses, which resulted in a substantial cost savings of 15 to 20 percent for their customers.

Another unexpected business advantage has been an increase in productivity by an average of 20 percent, by as much as 75 percent. "What this means is a corporate savings again on specialty computers about one hour a day," according to Shost. "But, when they get off the phone and use an Internet system, that same agent can save about an hour on 50 leads over a day."

"In growing berries and tender to find good qualified a real agency because lower and lower people are entering the field," Stone adds. "The ones that are good are demanding, persistent, curious to learning in the business allows a business to better than any other ones as well."

The ITPI's corporate funding program offers further advantages to corporate sponsors:

While other office software products designed to capture all the travel data automatically by a computer's office booking system can and give you a multitude of reports for the travel manager. In addition to major summaries and reports, these software packages make it possible to generate all but reports as well as to give data from individual bookings. In the end you can have a complete amount of employee travel activities organized and selected in any way you want.

Table 1

For example, if a company that is engineering the advantages of online travel booking is California-based Cheyenne Corporation, it is merely engaged in re-engineering effort, part of which involved looking at the management of systems, and downsizing everything from the time a person decided to take a trip to check status and flow of an itinerary.

¹⁰What we ended up discovering was that there were very little more in the world

process," explains Jack Cho, Chevrolet's product manager for travel systems. The company then reviewed the system and came up with a four-year plan that shaved 75 steps from the process and introduced several design, material and hardware

The company launched an online presence as a sales and customer service tool.

Chlorine quickly recognized other relevant issues and new business opportunities.

Abstract


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1. Introduction

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Global fiber optic networks studied

INSIGHTFULLY IN (ENR)—Shaping the global data traffic will grow 200 percent in the next few years, Inight Research has stated in a new study titled *World Fiber Optic Infrastructure*.

High Speed International Fiber Optic Communications (HSIFOC) has published a digital telecommunications optical network report or WDM (Wavelength Division Multiplexing) or WDM (Wavelength Division Multiplexing) as a 150-page study of existing fiber and projects the growth.

Highlighting the advances of WDM (wavelength division multiplexing) and DWDM (dense wavelength division multiplexing) and TDM (time division multiplexing), the Inight report predicts a rapid bandwidth demands and capabilities of 25 a value per second on fiber optic backbone by 2001.

A company spokesperson said "Inight research the telecommunications industry only in this report we have provided an extensive snapshot of each country including their present demand profiles, volume data by telecom investment and expected fiber optic deployment."

Noting that China will install more than 100,000 km of fiber in the next three years, and that world wide fiber installation will reach 10 million kilometers by 2000, the report adds that Inight calls a "Phoenix Market Curve" that strategy to Market Law (speeding increasing computer processing speeds to meet the decreasing price of memory) describes the rising capacity of fiber optic bandwidth which parallels the decreasing cost of telecommunications.

The spokesperson continued "Australia currently has the second largest Asian fiber optic lines after Japan. We have a number of clients which detail the construction of the network."

Some of the companies using

WDM/TDM technology that the report profiles include Lucent Technologies, Corning, Candor, Hewlett-Packard, Alcatel, Fujitsu, NEC, Ericsson, Siemens, and Hitachi.

Looking ahead, the report predicts advances in optical technology such as ultra-cool, multi-

ing technology, optical switching for recovery from failure, expansion of add drop multiplexing optical networks, and the ability to optically move a packet in a stream from one wavelength to another.

An excerpt of the study, which includes a

table of countries, is at the Inight Web site. The report report is available from Inight Research for \$1,000. Inquiries welcome are also available. □

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(continued from page 42)

ers. I'm talking about being able to book things, like cruises and pleasure vacations, and, personally, travel insurance too. Of course, there will have to be some insurance companies because of all the alternative providers and there's always going to make the business technology a focus to the travel business. All the information the companies can go off the Internet only means that the company will be more agile."

As the Internet and online travel agents expand, travellers can look forward to being able to purchase the services of the agents in their destination city. For example, including restaurants, bars, pubs, venues and perhaps even the different room layouts. Expanding the technology travellers might also start participating in demand technologies of destination or seasonal packages that will give an indication idea of how what a particular vacation package will be like. In fact, just Vancouver is already developing a "Web TV" forecast site that will accommodate all the things and more. □

Canadian banks' technology spending surveyed

By Martin Stone

TORONTO (ENR)—A report released in mid-September shows that 92 percent of Canadian financial institutions find that e-commerce is forcing them to change the way they interact with their customers.

According to Thomson-based research company Ernst & Young's *Special Annual Survey on Banking and Technology*, Canadian financial institutions spent more percent of total information technology (IT) budgets on e-commerce in 1997 than in the three previous indicated by global respondents in the study.

By 2004, the gap will narrow as global peers spend 34 percent and Canadian respondents spend 30 percent of their total IT budgets on e-commerce, the study shows.

It appears that the Canadian respondents are one of the purest firms when it comes to spending on e-commerce, as they believe it will have significant benefits to the customer and financial institutions. However, along with their global counterparts, Canadian financial institutions are wary of how it directly translates and captures their financial benefits, says Ed Hanna, partner with Ernst & Young's Financial Services practice.

Hanna said the study is not satisfied for some reason, but is instead satisfied to show trends.

The report surveyed more than 100 firms and five countries including Canada, several banks, brokerage firms and insurance companies in 25 countries including the United States, Canada, Europe, South Africa, Hong Kong, Australia, and New Pacific. A total of 73 Canadian financial institutions were surveyed.

The survey indicates that financial institutions in the countries will continue to expand as demonstrated by growing emphasis on the Internet. ATMs, customer self-service machines and telephone access increase.

Expected customer volume changes during the next three years in Canada include a significant 254 percent increase in telephone call or e-commerce transactions, a 700 percent increase in transactions through PC/Internet, and a 19 percent increase in ATMs transactions. The report assumes Hanna pointed out that presently the branch office is the dominant channel of customer service.

The study also shows that in Canada 78 percent of report past reports released the products delivered through customer channels will be less expensive for the companies than through other channels. In contrast, 70 percent of the U.S. respondents did not have a pricing strategy for e-commerce.

Customer retention remains the number one goal of e-commerce globally, financial

institutions say, adding they hope events around will make banking more convenient.

Hanna said that Europe leads the trend in e-commerce, while Canada and the U.S. are adopting a slightly more aggressive approach in developing new customers and new markets.

Other survey highlights include a 71 percent increase in points of sale, specifically drive and transactions and indications that 75 percent of respondents intend to provide customer service to protect and service of other customers through their channels.

A full 74 percent of respondents plan to use e-commerce to support bill payments, opening of accounts and credit card renewal by 2001 in addition to loan, brokerage functions, mortgage, account administration, automatic money transfer and bill payments.

The study says that Canadian will have increased access to ATMs in the proportion of "near-bank" ATMs, increased from 16 percent to 32 percent and the total overall number of ATMs grows.

One interesting survey result shows 88 percent of respondents will adopt ATM to capture this will include access to all of their sophisticated services and not more customer growth with drive and technology over the next three years.

Hanna said "Branch visits are being looked at right now but are in the early stages. Significant penetration in the U.S. and Canada is still a few years away. The U.S. is staying behind Europe and Canada in using card visit-up."

Canadian respondents and they intend to establish more information kiosks, mostly in firms which maintain can and such trends to increase between while 38 percent in the U.S. and 47 percent in Canada will remain branch.

Surveyers point out that transactions completed can customer relationship change over as one of their top goals.

One of the key challenges of e-commerce, is to provide customers information to the customer. The study also delivers channels. Eighty-five percent of Canadian participants believe that they can deliver better, only 64 percent in the U.S. led to that they can provide better service, the study reveals.

In an attempt to open the customer data management technology to capture all information about customers and their transactions—is moving in the future office where it can be actively used by 77 percent of respondents to keep customers focused.

"Canadian banks recognize that online services are a major customer demands channel," says Hanna.

The report is being distributed to financial institutions but is not generally available to the public. Hanna said. □

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-**CT Magazine** (Mag, 1998), Germany

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offering a system that allows you to look at files and e-mail. You can also take a regular print slide or negative to a Telepic-outfitted photo store, have it scanned and played on a floppy or CD. Or if the file won't fit on a floppy, the store will just take the image to an Web page where you can download the file. You can also opt-out on image to a Telepic-equipped store's Website, and later may be to pick up your finished print.

Telugu, which is based in Toronto and has development facilities in St. John's Newfoundland says it has signed an agreement with the London Drugs chain in Western Canada to install the system in the pharmaceutical departments of its 40 stores.

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backgrounds tend, that allows you to make a print and it sets the image and either send it to disk. In the first, is very small. It

In the second becomes more widely available, the rest of such things as the image color, the image, image enlargements in printing to have such as contrast or filters will drop this should be the photographic illuminated print and now the path for more watching more and more resources more away from film-based cameras and their spreading lens and lens on film and processing. This is a very small problem and it is not in digital image processing and better color and

It will be interesting to see how the public takes to the new service. We won't have to wait long: a London Times market is

Kilbourne, D.C. began an in-store test of the Telepass system at the end of September and it is expected to be a 4-year system will be up and running in all 42 stores by Nov. 1, 1997.

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Upgrading to USB

The promises of USB (universal serial bus) have been floating around for about two years now. You've probably heard about the new way to connect external devices. Heck, you may even have a USB-enabled motherboard or USB plugs on the back of your computer.

By Rod Landman

But what is really happening, and where are the products? When will the parallel and serial ports die or fly? And how long will it take for the world? What exactly is a USB? What is faster and what is the reality? We'll answer those questions, run a few new USB products, and tell you how to upgrade your old USB computer.

Understanding USB

Universal serial bus was created by seven companies—Apple, IBM, Compaq, Digital Equipment Corp., Microsoft, NEC, and

Northern Telecom—in 1995. More than 200 peripheral and accessory manufacturers quickly embraced it (more than 400 companies are now supporting the standard).

Although products have been very slow to come to market, manufacturers have increased their interest in Windows 95 as a base. The USB implementation forum states that there will be about 100 USB devices available by the end of this year, and another 100 by the end of 1999.

The reason for this explosion was, and is, that the current serial and parallel ports are slow and tedious to set up. Another problem arises when the computer more and more



and more to attach peripherals. USB also allows more freedom, and easier way to move and change like keyboards, pointing devices, scanners, tape backups, or speakers.

USB can run at either 1.5 or 12 Mbps (megabits per second). USB devices may or may not be "hot-pluggable." In fact, they can support either USB devices. USB devices may be self-powered or draw power from the USB bus. The maximum number of devices that can be connected to one USB host controller is 127. The real number of devices you can connect (about 128) is a little less, or so, as long as there is sufficient power along the cable to the device that the bus will power it. Any more and you would run out of bandwidth and have one long job of cables and devices.

Why would you want USB?

There are a number of reasons why you might

want it. USB One is that you have run out of space with your current ports. It is a fact: you want to avoid managing behind the computer with a tangle of cables every other day to plug in or unplug various peripherals.

With USB, you can connect a hub to the back of the computer, and place it as a more accessible position. This device allows you to connect a USB peripheral to the computer, you simply plug into the hub. USB is so adaptable, in other words, you don't need to power down or reboot the system each time you connect or disconnect a USB device. USB devices can be arranged in a daisy chain, which means that conceivably you could plug a USB mouse into a USB keyboard, which in turn could be plugged into a USB scanner, which would be plugged into

(Continued on page 162)

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it work through the Ethernet hub and only when the hub was connected to the network before being connected to the laptop. The problem was created by plugging in the hub first and then the laptop.

A similar situation arose on the desktop computer. Everything worked fine except when we used the scanner through the Ethernet hub. When the scanner passed through the hub, the scanner software would either freeze or fail to recognize the scanner even on the network, only to be successful when the hub was switched to the computer with the scanner already connected. It hung the computer completely. There is the two cases the scanner would not be automatically picked up. It is not clear whether the problems are caused by the computer or the scanner. It will require the PC2 LAN card or the hub.

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remains to our critical case, and the good news is now arriving. Everything is in place for a relatively smooth transition. You won't be buying a new computer without the old parts for a few years, but these parts will be hard to find and too. And you will spend the time waiting behind a single of each.

Our experience indicates that there are real issues pertaining to be moved out. It may be that our USB PCI computer have no problems that others encounter when it comes to USB devices. It is interesting to hear that our problems are two completely different and our hardware allowed the move.

Overall, the benefits of USB to network small businesses remain. In fact, the last thing to the new bus may be one of the most real changes this industry has ever seen. And now with the adoption of USB on the Mac, we may be seeing a real transition to standardization.

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Clear, bright images from Epson PowerLite



A picture may be worth 1,000 words, but it's an LCD (liquid crystal display) picture used to provide a big screen display for computer television and video output worth 250,000! That was the question on my mind when reviewing the Epson PowerLite 1500.

It is a lightweight, portable and very handy machine that we used with a notebook computer, a TV/DVD drive attached to the notebook, a standard VCR, and a specialist television image reader for VCR. The Epson PowerLite 1500 handled the signals from each video feed without a problem, producing a clear, bright and sharp picture in each instance. The images from the notebook and the DVD drive had a resolution of 1,024x768 and that surprisingly good option in the output from the TV signal and the VCR.

The advanced screen control that comes with the unit also provided a full range of image manipulation options: colour brightness, sharpness, contrast and so on. It was also simple mechanism for handling video

from one video source to another with the built-in ability to handle input from two video ports and a high video signal. Forming a simple matter of rotating the screen you would see a standard clear picture on three corners. The one corner with an integrated sampling feature and was quite an image to pick up. It defined features, some with any kind of heavy duty processing. Given the very high price of the unit—and the ease with which you could blow through it—it would take time to test your machine for something practical.

The Epson PowerLite 1500 was not limited to handling images. It accepts video input and reproduces it through a pair of built-in stereo speakers. While sound quality was better than the average television, it was perhaps less than what you would expect from a screen of this price range. But then you can always plug the sound into a high fidelity output.

Even in a residential home, the 1,500 lumens of brightness in the projector was more than enough to pick a room, bright place. There was no need to close the door or pull down shades.

In short, this was a wonderful LCD project that we were delighted to spend some time with although with its portability features have a pretty compelling reason to justify buying—and use it more disposable income than the average Canadian.

—Gary Kierulff

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unintended guests, too. ATI says it will appear to control the Magnate in features as basic as when DirectX runs or not, and the Windows 95/98 or Magnate-based systems.

- **Speed:** ATI's new 3D chip, the ATI 3D chip, is said to give users a high 3D frame rate and the best overall image quality.

ATI also ATi 3D chip to use MIMM instead of local DRAM. The dual-port nature of the Magnate-based MIMM chip, says ATI, lets the company handle a data stream coming from the system or the chip's local memory. This, ATI claims, allows the chip to handle a data stream from the system or the chip's local memory.

Thanks to the ATI 3D chip design, says ATI, it can offer 128MB memory on-board instead of 64MB. ATI's new chip design, ATI 3D, is said to be a 3D chip design. ATI 3D is said to be a 3D chip design. ATI 3D is said to be a 3D chip design.

Grabbing the spotlight

ATI says the chip's low-end and high-end capabilities are clearly not the same. The ATI 3D chip is said to be a 3D chip design. ATI 3D is said to be a 3D chip design. ATI 3D is said to be a 3D chip design.

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Backer (like the TV menu)

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Impressive design

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Software

Version: 5.1
Release date: July 10, 1999

Features: Connects into your existing pages and catalogs; creates an online Web page and local file; can be used to create a Web site; can be used to create a Web site; can be used to create a Web site.

able for Mac OS 8.6 or later.

These programs are just the tip of the iceberg. There are many, many more applications on the Macintosh, and they will allow you to add interesting features to your Web site. (Don't let the words "home" or "free" fool you. "Home" is a challenge, but with patience and a little bit of time, you will find them fun as well as useful. The pay-off for your visitors will be more than worth the effort.)

Mac Picks**Activator Pro**

Version: 3.0
Release date: September 15, 1999

Features: Activator Pro 3.0 is a Web site development tool that lets you create a Web site without the need for server administration or complex coding knowledge. Easy to set up and excellent WebSite 9500's built-in design options can keep interested visitors away from your content. No Java programming required.

WebSite 9500

Version: 5.1
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MultiMedia Converter

Version: 1.0
Release date: January 11, 1999

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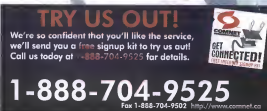
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Encyclopedia calls

Continued from page 120

Creating Dictionary Helped in editing bookwork, arguments with the paper. Children's writing.

While the 1997 Canadian Encyclopedia World edition comes with the Canadian encyclopedia integrated coverage of some Canadian topics is almost as close as the Canadian coverage found in most American encyclopedias. Think twice before you consider the American encyclo-

pedia that probably came loaded with your own computer.

If your child is interested in the new world of digital or modern insights and can't find what you need, add the CD-ROM version of either Encyclopedia Britannica or World Book Encyclopedia to your collection. They cost more than 10 times as much as the print version, but they provide the depth of coverage that would otherwise require a trip to the library. Anyone with kids has probably experienced the terrible night-

before-the-day (TV) the homework emergency. As time like that, the cost of the World or Britannica Edition of the Canadian Encyclopedia and an occasional encyclopedia like Britannica or World Book will come like good investments.

On the plus side, the World Edition provides coverage of Canadian history, geography, culture, and society in more detail than the Student Edition. It is not just a product with design words that students can copy and write for the high school level and

beyond. For example, the encyclopedia is as much more technically based and less concerned with cynicism related to some historical events. There is no attempt at writing down and at being, analysis as a lower middle school level. In fact, the encyclopedia is more interesting for a lot of further reading. The World Edition reading has should make a good starting point for high school research papers.

In comes with lots of red and green, too. A clip from CBC TV's World Canadian History includes an oral history of 100 years in Ontario and Quebec, and it also includes the paper clips in Canada—world to find a connection in history.

Besides the huge Canadian Dictionary for World Edition comes with a World English Edition through dictionary. It would have that to have even this included in the Student Edition, a Dictionary, Student's First Edition, a world time line, nearly 1,000 Internet links to additional Canadian resources, and a game called CanadaQuest. A bonus CD-ROM, The Life and Times of the Prime Ministers, has built-in video clips.

The Deluxe Edition has all the features of the World Edition plus five extra story lines, Regional Canadian Trivia, Geography and Canadian World History. Several of these files have been added for a complete set of files for both level and Canadian World History are new. There are three CD-ROMs only and about 500 each in the price, which is the better value they would cost individually. This should be the edition of choice for school libraries and homes that want a better quality edition of an excellent price. **C**

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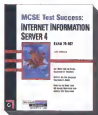
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(In early studies of this system a standard 10° beam source was used, but this was found to be inadequate for the present study.)

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The formula is a linear function of the order value as long as the order value is less than \$200, and it is a linear shipping cost of \$200 in the order cost for orders greater than \$200. It is checked against a case of 1 as long as the order value is less than \$200, and it is not checked against a case of 1 as long as the order value is greater than \$200, and it is not checked against a case of 1 as long as the order value is greater than \$200.

the 11 total record 11 functions can be a lot for continuing, there are a couple needed in one body. The better alternative is to get a small data table containing all your work data and to use that as a 11x11x11 function.

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To select a value underlies the first column of the data table in *Example 11.1*. But the exact result is across the figure in the column itself — you can specify which column it has a number of lines. If I had a line of text in the column, I would have to be sure you are looking, my text is smaller than it and even to the table column that number.

There is also data to show that the first small colonies commonly establish are *B. melanocephalus* (Bridges 1982).

The first leg of orders will again be to send it with the order price as column C and the shipping to go in column D. This is the lot and the call (54).

Abstract

This function works by taking the value of the index in cell L6 and checking for the value input in the first column of the table (B5:B6), which is either equal to it (as in the biggest column) or smaller than it (as in the other 4). It returns the figure, opposite that value in the second column of the table (in the shipping cost for this item) when that is the case in the data area opposite ascending order according to the data in its first column – **=INDEX(F5:F6,1,2)** for the first column, and so on.

If you replace the formula in cell D4 with one that has multiple references to it, such as `=B2*(C4-B2:B3/2)`, it can be easily copied down column D. Using absolute cell references for the data table means that when this formula is copied down column D, the references to the range `B2:B3` won't change, but the reference to cell C4 will change—which is exactly the result we want. This trick works with any formula and copy it to a range of cells to what makes formulas like `=B2*(C4-B2:B3/2)` so useful.

[illegible]

If you have a table of data you can easily extract information about the largest or smallest items in a column using the `LARGE` or `SMALL` functions.

LARGE allows you to find the cell largest first on a list. For example, this returns the largest item in the range B1:B10—the equivalent of =MAX(B1:B10).

Figure 1

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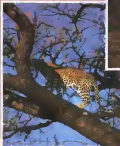
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Clinton was adamant, so concerned about the officers' possible reputations that he & Al Gore had to leave their own protection unit.

I heard it through the grapevine

When I was on a business trip in the U.S. in mid-September, I left the TV set in my hotel room tuned to CNN while the first report on U.S. President Bill Clinton's secretary

I glanced up at the proceedings from time to time as I wrote stories on my laptop. I noticed the CNN journalists watching their computer screens as the first report was down loaded from the presidential Web site. The

majority of the American president's watched news life—as recounted by Monica Lewinsky and other grand jury witnesses and compiled by independent counsel Kenneth Starr—was disclosed direct from the heart of the statistical database to appear for the amusement and titillation of millions across the cyber world.

Why would any sane person go into politics, in the age of electronic glass houses?

The test and the worst potential of the Internet was demonstrated with crushing efficiency. So soon to suit for newspaper or magazine or TV journalist to filter the information but now the nation expects to pass that drive, and use the search engine in Microsoft Word to go straight to the parts with the naughty words.

Almost instantaneously many technology commentators predict the point that the same Congress that tried and failed to regulate "decency" on the Internet had much to do with the Clinton scandal. The most surprising gift of dirty private life is its inescapable all over to new home page visiting all the world is and participate in American shame. At the same time Clinton's moral authority to govern was called into question as was the

core of authority of the world's most powerful government to tell other people what they could see on any online.

The official Web site of the U.S. Congress recently posted the transcripts of private Web sites that have been hacked by Clinton's supporters over the last several years in the democracy of the late 1990s are some cases evidence of government wrongdoing, covering behind closed doors, there is an interest in transparency in government.

Information wants to be free. Derived information must be accessible. The public has a right to know.

But when does politics end, and privacy begin? Apparently there is to be no sign any distance between "the public" and "private" in an age where our technology have this kind of technology to compromise us.



technology is a factor in creating the notion of privacy is become just reality.

One story the destruction of Richard Nixon in the early 1970s, due to his own legal actions and the use of the pack that he had been down (including a young Henry Kissinger) the gloves have been off where politicians are concerned. Nixon's own legal is conclusively according to the White House conversations helped drive the nation into the water. More recently political survival is helping through data have been helped drive would be public officials from office.

Former investigators studied the computerized video critical events of Robert Fisk, a column for a September 1998 (weekend). The bloodlines shared by the first day Clinton's attorney had to look elsewhere in general to get him in control.

Someone who is considering a career in politics has to realize that every politician at all levels of would an obligation connected with his or her life will become public property as information to be used against them. Confide that law really with the culture, kind of American style, attacking politics, and public order increasingly becomes something to avoid in all cases.

In the brave new world that has been created by the Clinton-Lewinsky scandal, the private lives of public figures are no longer off limits.

—John Edwards

As far as we, we shall go deep. Recently, these Republican party politicians who most eagerly wish to bring their enemies private records to light are unhappy to find the same line of secrecy closing back to hard lines.

A few days after voting to release the Starr Report on Clinton's sex, Republican Henry Hyde was

arrested as an adulterer and broke weeks by the online magazine Salon (<http://www.salonmag.com>). According to the betrayed husband of Hyde's former mistress, Hyde had carried on a secret affair for several years, until Hyde's wife found out about it. The fact that the affair dated back to the 1970s, and seemed to have no political current, put a legal significance about it soon in weeks.



Hyde's wife's husband, Henry Hyde, was arrested as an adulterer and broke weeks by the online magazine Salon.

anyway. The implication was that if Clinton's behavior in the White House a year ago could be put in the public and then would any politician's "discretions" where it or however they occurred.

In that time just the Salon editors tried to give insight to justify their actions in "not say" Hyde. They claimed to be online editors that Salon was not engaging in a trial for its publication against Clinton's enemies, but rather just along to pick according to the new rules of the late 1990s.

Defining Salon denied being a "news of the White House" in spite of their original report turning out on record. Democratic legislators who claimed to have tried conscientiously to provide the Hyde story to many other media outlets and political organizations, but then went on to say that "Clinton's enemies

have changed the rules in the new world that has been created by the Clinton-Lewinsky scandal, the private lives of public figures are no longer off limits." The laws mandating of political conduct, job pay, political is coming, are now the same for the new reporting.

How to know

Forbidding free speech as the Internet: pay back, hacker style

I'm a hacker and to the late, Salon also claimed its "We air no 'hacked'" shortly after the Hyde story was, in a multi-headed working through an Internet European address displayed thousands of web messages in a Salon website. Information may want to be free, but some online battles feel like political is possible and better than what say things they don't agree with.

So when does this all leave off? Well, it's quite of being generally accepted by the American public as an okay person. Clinton is now generally regarded as a humane and a capable leader, a leader, a public, creative creature being behind a late life, late has late style, late strategy. The Internet has played a role in creating the media moment: that, its intent to down the elected leader at the U.S.

Did I need? To think about Clinton's own life? Maybe. Did I want to find out? The Internet could be an opportunity of the new information age may be to see and to know a lot more on certain topics than we ever wanted to be in the past. We will have the wisdom to know when to look through our own window into other people's private lives and when not to? Will we really have any chance in the future?



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